

PATENT
10/015,380**C. AMENDMENTS TO THE CLAIMS**

In order to better assist the Examiner with the prosecution of the case, the current pending claims have been included in their entirety for which reconsideration is requested.

1. (Currently Amended) A method for controlling distribution of caller profiles comprising:

receiving a request at a central server system accessible from a telecommunications network for a caller profile according to an authenticated voice identifier of a caller currently on hold within a particular call center from among a plurality of call centers enabled to access said central server system;

locating, at said central server system, said caller profile matching said authenticated voice identifier, wherein said caller profile comprises prior on hold selections by said caller while previously waiting on hold at at least one of said plurality of call centers, wherein said prior on hold selections were transferred to said central server system; and

distributing said caller profile to said particular call center according to said authenticated voice identifier, such that said particular call center is enabled to ~~specify output of~~ customize on hold services provided to said caller according to said caller profile, wherein said caller profile is accessible across [a] said plurality of call centers according to said voice identifier for customizing on hold services provided to said caller. ~~specifying output of services~~

AUS920010824US1

4

PATENT
10/015,380

2. (Currently Amended) The method for controlling distribution of caller profiles according to claim 1, further comprising:

receiving an alternate request at said central server system for said caller profile according to said authenticated voice identifier of said caller currently on hold within an alternate call center from among said plurality of call centers; and

distributing said caller profile to said alternate call center according to said authenticated voice identifier.

3. (Currently Amended) The method for controlling distribution of caller profiles according to claim 1, further comprising:

requiring an authentication of an identifier for said particular call center with said request before distributing said caller profile to said particular call center.

4. (Currently Amended) The method for controlling distribution of caller profiles according to claim 1, wherein said caller profile comprises at least one from among personal information, billing information, a selection of preferences while on hold, ~~previous activity while on hold,~~ and previous product purchases.

5. (Original) The method for controlling distribution of caller profiles according to claim 1, wherein said authenticated voice identifier is authenticated by identifying and verifying a voice sample of said caller.

AUS920010824US1

5

PATENT
10/015,380

6. (Currently Amended) A system for controlling distribution of caller profiles, comprising:

a caller profile server communicatively connected to a network accessible by a plurality of call centers;

means for receiving a request at said caller profile server for a caller profile according to an authenticated voice identifier of a caller currently on hold within a particular call center from among said plurality of call centers;

means for locating said caller profile matching said authenticated voice identifier at said caller profile server, wherein said caller profile comprises prior on hold selections by said caller while previously waiting on hold at at least one of said plurality of call centers, wherein said prior on hold selections were transferred to said central server system; and

means for distributing said caller profile to said particular call center according to said authenticated voice identifier, wherein said caller profile is accessible across [a] said plurality of call centers according to said voice identifier for customizing on hold services provided to said caller ~~specifying output of services.~~

7. (Original) The system for controlling distribution of caller profiles according to claim 6, wherein said caller profile server is communicatively connected to a PSTN network via an intranet.

8. (Original) The system for controlling distribution of caller profiles according to claim 6, wherein said caller profile server is communicatively connected to an Internet Protocol network accessible to said call center and a PSTN network.

AUS920010824US1

6

PATENT
10/015,380

9. (Original) The system for controlling distribution of caller profiles according to claim 8, wherein said caller profile server is communicatively accessible to said PSTN network via a plurality of gateways, wherein said plurality of gateways switch both signaling and voice data.

AUS920010824US1

7

PATENT
10/015,380

10. (Original) The system for controlling distribution of caller profiles according to claim 6, wherein said caller profile server further comprises:

means for further authentication of said authenticated voice identifier by said caller profile server prior to release of said caller profile to said call center.

11. (Original) The system for controlling distribution of caller profiles according to claim 6, wherein said authenticate voice identifier is authenticated by identifying and verifying a voice sample of said caller.

12. (Currently Amended) The system for controlling distribution of caller profiles according to claim 6, wherein said caller profile server further comprises:

means for requiring an authentication of an identifier for said call center with said request before distributing said caller profile to said particular call center.

Claims 13-16 (Withdrawn).

PATENT
10/015,380

17. (Original) A method for controlling distribution of caller profiles to call centers, comprising:

receiving a request at a central server system accessible from a telecommunications network for a caller profile according to an authenticated voice identifier of a caller currently on hold within a call center, wherein said request comprises an identifier for said call center;

determining a subscription status of said call center from among a plurality of call center subscriptions according to said identifier for said call center; and

only distributing a subscribed to portion of said caller profile to said call center according to said subscription status.

18. (Original) The method for controlling distribution of caller profiles according to claim 17, wherein said identifier for said call center is at least one from among an authenticated voice identifier, a subscription code identifier, and a line number identifier.

PATENT
10/015,380

19. (Original) A system for controlling distribution of caller profiles to call centers, comprising:

a caller profile server communicatively connected to a network accessible by a plurality of call centers;

means for receiving a request at said caller profile server for a caller profile according to an authenticated voice identifier of a caller currently on hold within a call center, wherein said request comprises an identifier for said call center;

means for determining a subscription status of said call center from among a plurality of call center subscriptions according to said identifier for said call center; and

means for only distributing a subscribed to portion of said caller profile to said call center according to said subscription status.

20. (Original) The system for controlling distribution of caller profiles according to claim 19, wherein said identifier for said call center is at least one from among an authenticated voice identifier, a subscription code identifier, and a line number identifier.

Claims 21-50 (Withdrawn)

AUS920010824US1

10